



AMBER Public Application

User Guide

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1. Overview

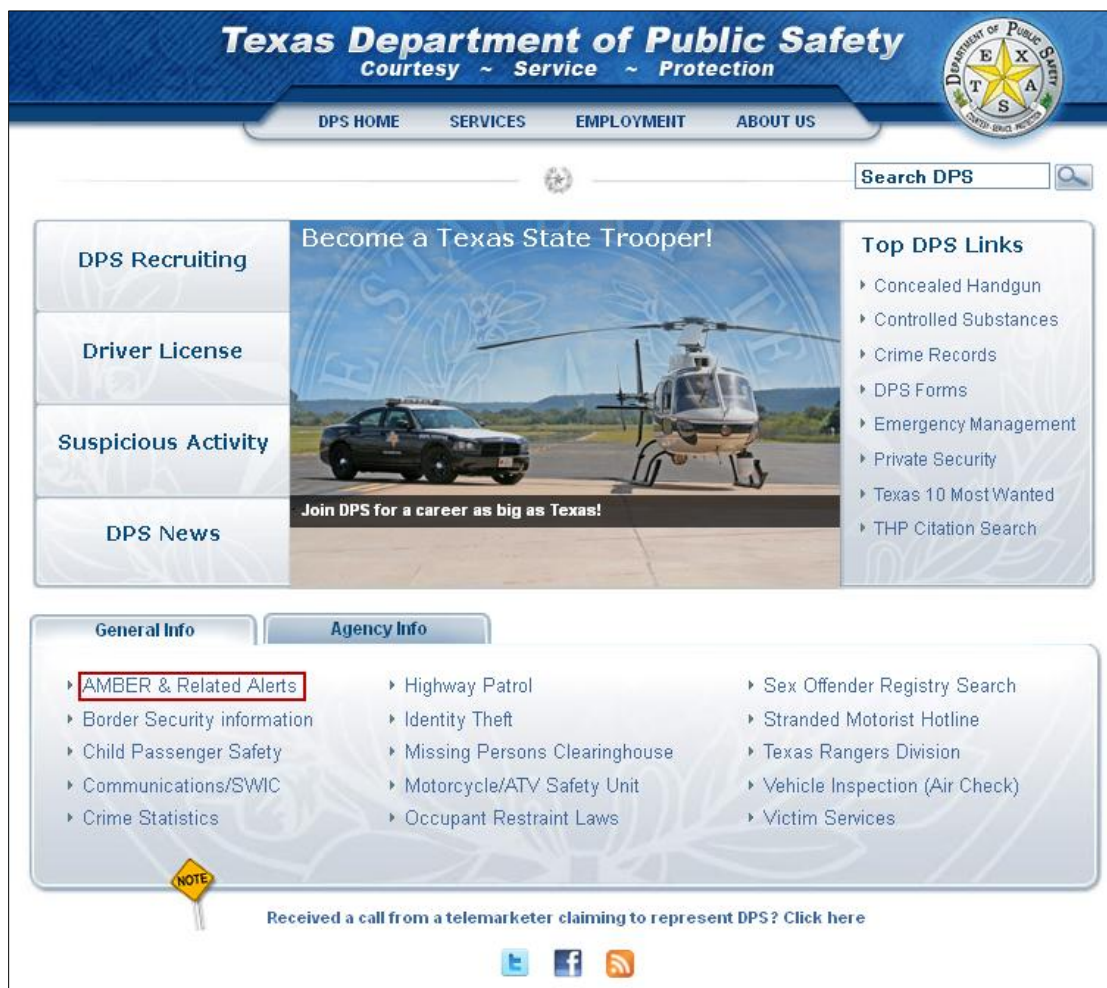
The AMBER alert application is a web-based public alert notification system utilized by the Texas Department of Public Safety (DPS) and local law enforcement agencies to construct and rapidly distribute AMBER alert flyers via email to the public.

You can subscribe, update, and unsubscribe to receive AMBER alerts. In addition, you can also view activate AMBER alerts on the Texas DPS website.

To begin, open the Texas DPS website:

www.dps.texas.gov

On the Texas DPS home page, click on the **AMBER & Related Alerts** link under the **General Information** tab.





2. Alert Programs Page

When you click on the **AMBER & Related Alerts** link on the Texas DPS home page, the **AMBER, Blue, Silver & Endangered Missing Persons Alert Programs** page opens.

Texas Department of Public Safety
Courtesy ~ Service ~ Protection

DPS HOME SERVICES EMPLOYMENT ABOUT US

Search DPS

Emergency Management

Home
About TDEM
Contact us - Law Enforcement only
Contact us - Public

AMBER, Blue, Silver & Endangered Missing Persons Alert Programs

The AMBER, Blue, Silver & Endangered Missing Persons Alert Programs are housed within the Operations Section of the Texas Division of Emergency Management. The State Operations Center (SOC) serves as the state primary control point, collecting and disseminating alert information to local, state, federal, public and private technology partners, known as the State Network. The goal of the State Network is to mobilize Texas citizens to search for abducted children, missing senior citizens, endangered missing persons and suspects involved with the death or serious injury of law enforcement officers. Each alert program has a specific set of criteria in order to protect the integrity of the network. Only law enforcement can request activation of the State Network.

The Operations Section also houses a statewide coordination and training component, supporting program awareness, regional program development, collaboration at the local, state and federal levels, plus internal review processes within the State Network.

AMBER Alert

- Active AMBER Alerts
- Subscribe/Unsubscribe/Update AMBER Email Alerts
- Register to receive AMBER Wireless Alerts
- Program Overview
- Criteria
- Request Procedures (Law Enforcement Only)
- Download AMBER Alert Request Form (PDF)
- Create/Manage AMBER Alerts (Law Enforcement Only)

From this page, you can access the following features of the AMBER alert program that will be discussed in detail:





1. Subscribe/Unsubscribe/Update AMBER Email Alerts
2. View Active AMBER Alerts
3. Contact the Texas Department of Public Safety AMBER Alert Program

3. Subscribe/Unsubscribe/Update AMBER Email Alerts

To subscribe, update a subscription, or unsubscribe from AMBER alerts, select the **Subscribe/Unsubscribe/Update AMBER Email Alerts** link on the **AMBER, Blue, Silver & Endangered Missing Persons Alert Programs** page (<http://www.dps.texas.gov/dem/Operations/Alerts/index.htm>).

The options are described below:

Subscribe/Unsubscribe/Update AMBER Email Alerts

[Amber Home](#) > [Amber Subscription](#)

Manage AMBER Email Alerts through DPS:

- [Subscribe to receive AMBER Email Alerts](#)
- [Update your AMBER Email Alert Subscription](#)
- [Unsubscribe to AMBER Alerts](#)
- [FAQ](#)
- [User Guide](#)

3.1. Subscribe to receive AMBER Email Alerts

To receive alerts and flyers:

1. Open the **AMBER, Blue, Silver & Endangered Missing Persons Alert Programs** <http://www.dps.texas.gov/dem/Operations/Alerts/index.htm>
2. Click on the **Subscribe/Unsubscribe/Update AMBER Email Alerts** link.
3. Click on **Subscribe to receive AMBER Email Alerts** link.
4. Enter a valid Email address to receive alerts. After you subscribe, you should receive a confirmation email notifying your subscription request was successful.





Subscribe to receive AMBER Email Alerts

[Amber Home](#) > [Amber Register](#) > [Subscribe](#)

Your Information

Email Address *


ZIP Code *

Disclaimer

Subscribers understand that they will be receiving alerts issued by the Texas Department of Public Safety (DPS) and local law enforcement agencies. Alert notifications descriptions uploaded by local law enforcement agencies are not reviewed by DPS and are considered the responsibility of the agency issuing alert; any and all questions regarding the alert should be directed to the issuing local law enforcement agency. By choosing to receive alert notifications from this system, the subscriber agrees to hold harmless DPS, its employees, officers and agents; message and data charges may apply.

☐ * I have read and agree to the above disclaimer

Security Code



Type the two words:

* Please type the characters as you see in the image.

* - Required field

[Questions?](#) [Contact Us](#)

5. Enter your ZIP Code – use a ZIP code where you wish to receive alerts and flyers. When law enforcement issues an alert within a particular geographical area (to include statewide), subscribers with ZIP codes in that selected area will receive alerts. Only one ZIP code per email address is allowed, however, you may register with several email addresses.
6. Read and agree to the Disclaimer by marking the box, certifying you have read the disclaimer and have agreed to it.
7. Enter the reCAPTCHA – for security reasons, these two words (as seen in the box), must be filled in to complete the subscription. The reCAPTCHA is a standardized method to prevent automated access to the system by computer programs, ensuring human interaction during the registration process. For more information, please visit the following site:
<http://www.google.com/recaptcha>
8. Click on the **Subscribe** button to finish the process of subscribing. The following message will appear:





Success

[Amber Home](#) > [Amber Register](#) > [Subscribe](#) > [Success](#)

Your request to receive AMBER Alert information has been successfully received. If you provided a valid email address, you will be receiving an email confirmation shortly.

3.2. Update Your AMBER Email Alert Subscription

To change your email address or ZIP code:

1. Open the **AMBER, Blue, Silver & Endangered Missing Persons Alert Programs**
<http://www.dps.texas.gov/dem/Operations/Alerts/index.htm>
2. Click on the **Subscribe/Unsubscribe/Update AMBER Email Alerts** link.
3. Click on **Update Your AMBER Email Alert Subscription** link.

Update your AMBER Alert Subscription

[Amber Home](#) > [Amber Register](#) > [Edit Subscription](#)

Please re-enter all your information, do not only enter the desired change.

Your Information

Email Address

ZIP Code

Disclaimer

Subscribers understand that they will be receiving alerts issued by the Texas Department of Public Safety (DPS) and local law enforcement agencies. Alert notifications descriptions uploaded by local law enforcement agencies are not reviewed by DPS and are considered the responsibility of the agency issuing alert; any and all questions regarding the alert should be directed to the issuing local law enforcement agency. By choosing to receive alert notifications from this system, the subscriber agrees to hold harmless DPS, its employees, officers and agents; message and data charges may apply.

☐ * I have read and agree to the above disclaimer

Security Code

* Please type the characters as you see in the image.

* - Required field

[Questions?](#) [Contact Us](#)

4. Enter a valid Email address to receive alerts. After you subscribe, you should receive a confirmation email, informing your update was successful.





5. Enter your ZIP Code – use a ZIP code where you wish to receive alerts and flyers. When law enforcement issues an alert within a particular geographical area (to include statewide), subscribers with ZIP codes in that selected area will receive alerts. Only one ZIP code per email address is allowed, however, you may register with several email addresses.
6. Read and agree to the Disclaimer by marking the box, certifying you have read the disclaimer and have agreed to it.
7. Enter the reCAPTCHA – for security reasons, these two words (as seen in the box), must be filled in to complete the subscription. The reCAPTCHA is a standardized method to prevent automated access to the system by computer programs, ensuring human interaction during the registration process. For more information, please visit the following site:
<http://www.google.com/recaptcha>
8. Click on the **Update** button to update your information. The following message will appear:

Success

[Amber Home](#) > [Amber Register](#) > [Edit Subscription](#) > Success

Your request to update your current AMBER Alert subscription information has been successfully received. If you provided a valid email address, you will be receiving an email confirmation shortly.

3.3. Unsubscribe to AMBER Alerts

If you no longer wish to receive alerts:

1. Open the **AMBER, Blue, Silver & Endangered Missing Persons Alert Programs**
<http://www.dps.texas.gov/dem/Operations/Alerts/index.htm>
2. Click on the **Subscribe/Unsubscribe/Update AMBER Email Alerts** link.
3. Click on the **Unsubscribe to AMBER Alerts** link.

Unsubscribe to AMBER Email Alerts

[Amber Home](#) > [Amber Register](#) > Unsubscribe

Your Subscribed Email Address

Security Code



* Please type the characters as you see in the image.

[Unsubscribe](#)

[Clear Form](#)

[Questions?](#) [Contact Us](#)





4. Enter the subscription email address – this is the email address that you no longer wish to receive alerts. After you unsubscribe an email will be sent to this address, informing your request to un-scribe was successful.
5. Enter reCAPTCHA – for security reasons these two words as seen in the box must be filled in to complete the un-subscription. The reCAPTCHA is a standardized method to prevent automated access to the system by computer programs, ensuring human interaction during the registration process. For more information, please visit the following site:
<http://www.google.com/recaptcha>
6. Click on the **Unsubscribe** button to finish the process of unsubscribing, whereby a message will be sent to the email address you were previously subscribed. The following message will appear:

Success
[Amber Home](#) > [Amber Register](#) > [Unsubscribe](#) > [Success](#)

Your request to no longer receive AMBER Alert information has been successfully received. If you provided a valid email address, you will be receiving an email confirmation shortly.

3.4. FAQ

Click on this link for a new page to open, containing the FAQ section. It is highly recommended to read the FAQ section, prior to contacting the Texas Department of Public Safety staff.

3.5. User Guide

Click on this link to open the public user guide.





4. Active AMBER Alerts


On the Alerts Programs Page, you can view active AMBER alerts:

- Open the **AMBER, Blue, Silver & Endangered Missing Persons Alert Programs**
<http://www.dps.texas.gov/dem/Operations/Alerts/index.htm>
- Click on the **Active AMBER Alerts** link.

After alerts are discontinued or inactive for more than one month, they are automatically removed from the website. Alerts can also be removed from the website by the issuing law enforcement agency. The View Active Alerts page refreshes automatically each 60 seconds to ensure current information.

This page contains alerts and Frequently Asked Questions.

- List of all active alerts with the following headings:

View Active Alerts						
Amber Home > Active Alerts						
FAQ						
Picture	Name	Status	Location	Date	Issuing Agency	Type
	Last, First	ACTIVE	Holland, TX	10/4/2012 10:30:00 PM	Texas DPS	AMBER
						Flyer

- Picture – this will be the picture of the abducted child. Click on this picture to see an enlargement.
- Name – this will be the last, first name of the abducted child.
- Status – alerts can have the following statuses:
 - Active – an alert will have this status the first time it is issued.
 - Updated – subsequent updates to the distribution area or abduction information will have this status.
 - Discontinued – once the child is found or the alert is cancelled, this status will be assigned.
- Location –city and state the abducted child was last seen.





- Date –date and time when the alert was initially created.
 - Issuing Agency – the law enforcement agency who created the alert (either local law enforcement or DPS).
 - Type – the application only supports AMBER alerts.
 - Flyer –click on this link to display the flyer details. Flyers can be opened in HTML (English) and PDF (English and Spanish).
- This page contains a link to download the latest PDF Acrobat Reader, if needed to view the flyer in PDF. A link to download the PDF Acrobat Reader is also available within the flyer.

FAQ – click on this link for a new page to open, containing the FAQ section. It is highly recommended to read the FAQ section, prior to contacting the Texas Department of Public Safety staff.

SAMPLE PAGE:

Texas AMBER Alert Public Email Notification System

Frequently Asked Questions (FAQ's)

- What is the Texas AMBER Alert Public Email Notification System?
 - The Texas AMBER Alert Public Email Notification System is designed to assist law enforcement find abducted children, through providing AMBER Alert information (via email) to public subscribers. Texas citizens are encouraged to report sightings and information to law enforcement, contributing to the successful recovery of our Nation's most valued resource, our children.
- What is the history of the AMBER Alert program?
 - Amber Hagerman, of Arlington, Texas was nine years old when she was kidnapped and brutally murdered. On January 13, 1996, Amber was riding her bicycle in the parking lot of an abandoned grocery store when a kidnapper threw Amber into his truck and drove away. A neighbor, who had heard Amber's screams, called police and provided investigators with the description of the suspect and the vehicle. Four days later, Amber's body was found in a ditch with her throat cut, only four miles from home. The horrific kidnapping and murder of Amber Hagerman still remains unsolved to this date. Outraged over this incident, concerned citizens contacted several Dallas area radio stations and urged them to broadcast future child abduction information repeatedly, in a similar format used for severe weather bulletins. This idea was presented to the Associations of Radio Managers (ARM) of the Dallas/Fort Worth area, leading to the creation of the nation's first AMBER program. In honor of the tragic death of Amber Hagerman, the letters of her name were used to create the name of the program, America's Missing: Broadcast Emergency Response. Today, each state in the U.S., along with several countries have established AMBER programs within their communities, making Amber's tragic death a lasting legacy in the battle against serious child abductions.
- What type of alert information will I receive?
 - Alerts will contain information regarding the abducted child, suspect and vehicle (as made available by law enforcement).
- Is there a cost associated with receiving alerts?
 - There is no cost to register to receive AMBER Alerts using the Texas AMBER Alert Public Email Notification System.







5. Detailed flyer layout

To view a detailed AMBER alert flyer:

- Open the **AMBER, Blue, Silver & Endangered Missing Persons Alert Programs**
<http://www.dps.texas.gov/dem/Operations/Alerts/index.htm>
- Click on the **Active AMBER Alerts** link.
- Click on the **Flyer** link (View Active Alerts page), which will open the HTML flyer. A flyer example is displayed below:

UPDATED - Oct 03, 2012 at 11:18 AM		
Issued by Texas Dept of Public Safety		
AMBER ALERT		
<u>Abducted Child</u> First Last	<u>Age</u> 4 Years	<u>Last Seen</u> Holland, TX Oct 02, 2012 at 02:00 AM
	<u>Height</u> 4'4"	<u>Additional Information</u> The child wears a red shirt and blue pants
	<u>Weight</u> 120	
	<u>Eyes</u> Green	
	<u>Hair</u> Brown	
	<u>Race</u> American Indian or Alaska Native	
	<u>Gender</u> Male	
	<u>Date of Birth</u> Oct 01, 2008	
<u>Suspect</u> First Last	<u>Age</u> 53	<u>Vehicle Identifiers</u> Color: Green Make: Toyota Model: Tundra License: 23TX345 Year: 2001 Style: Truck
	<u>Height</u> 6'4"	<u>Suspect/Vehicle Information</u> The suspect has a dragon tattoo on his left arm. The vehicle has a yellow stripe on both sides.
	<u>Weight</u> 250	
	<u>Eyes</u> Black	
	<u>Hair</u> Black	
	<u>Race</u> Black	
	<u>Gender</u> Male	
	<u>Date of Birth</u> Oct 02, 1959	
CALL 254-254-2544		Holland PD
<small>This post created by a law enforcement agency, can also be viewed online at www.SOCPS.51919.11.us</small>		<small>Click here for PDF Flyer in English To download the free Adobe PDF reader, click here. Haga click aquí para ver documento PDF en Español. Para descargar la versión gratuita de Adobe PDF Reader, haga click aquí.</small>





The first page of the flyer shows the following information:

- Status of the flyer with the date and time of publishing.
- Issuing agency.
- Local AMBER alert – An alert issued by a local law enforcement agency will always have the word “Local” at the top of the alert. Alerts issued by the Texas Department of Public Safety will just state “AMBER Alert”.
- Abducted child information.
- Last seen information.
- Abducted child information – additional information up to 300 characters will be printed on the flyer.
- Suspect information.
- Vehicle information.
- Suspect/Vehicle information - additional information up to 300 characters will be printed on the flyer.
- Call number – phone number used to report sightings or tips, regarding the child abduction.
- Agency name – law enforcement agency to contact, regarding the child abduction.
- Links at the bottom of the flyer
 - Active alerts page to view alerts.
 - Download of the free Acrobat reader (English and Spanish)
 - PDF flyer in English
 - PDF flyer in Spanish

Subsequent pages of the alert flyer will be available, only when information or pictures of the suspect(s)/vehicle are available.





6. Contact us - Public

You can contact the Texas DPS through an email link on these pages

- The alerts programs page

The screenshot shows the Texas Department of Public Safety website. The header includes the department's name and tagline 'Courtesy ~ Service ~ Protection'. A navigation bar contains links for 'DPS HOME', 'SERVICES', 'EMPLOYMENT', and 'ABOUT US'. A search bar is labeled 'Search DPS'. The main content area is titled 'AMBER, Blue, Silver & Endangered Missing Persons Alert Programs'. On the left, under 'Emergency Management', there are links for 'Home', 'About TDEM', 'Contact us - Law Enforcement only', and 'Contact us - Public' (which is highlighted with a red box). The main text describes the alert programs and mentions the State Operations Center (SOC).

- Subscribe, update and unsubscribe pages discussed above. (example of subscribe page)

The screenshot shows the 'Subscribe to receive AMBER Email Alerts' form. The breadcrumb trail is 'Amber Home > Amber Register > Subscribe'. The form has three main sections: 'Your Information' with fields for 'Email Address' and 'ZIP Code' (both marked with a red asterisk), 'Disclaimer' with a checkbox for agreement, and 'Security Code' with a CAPTCHA image showing '749, hnsf'. Below the CAPTCHA is a text input field and a 'Subscribe' button. A 'Clear Form' button is also present. At the bottom right, there is a 'Questions?' link and a 'Contact Us' link (highlighted with a red box). A legend at the bottom left indicates that the red asterisk denotes a required field.

Once you click on any of the “contact us” links, a new window will open.





Contact Us

[Amber Home](#) > [Contact Us](#)

Email Address *

Subject

AMBER Alert Flyer Program - Public Inquiry

Message *

Security Code

stitution 0175110

Type the two words:

reCAPTCHA™ stop spam. read books.

* Please type the characters as you see in the image.

* - Required field

- Email address – enter the email address to receive the reply.
- Message – complete the message.
- reCaptcha – fill in the words as displayed.





- Click on “submit” to send an email inquiry to the Texas Department of Public Safety. The following message will appear:

